

# September 2014 FNS WBSCM Newsletter



Web Based Supply Chain Management



## WBSCM News & Updates

### WBSCM Release 3.1

WBSCM Release 3.1 was deployed on September 18<sup>th</sup>, 2014. In this release, the following key fixes were applied.

- Incorrect Ship-to addresses will no longer display in the order entry screen for order line items when the line item button "View Ship-to Party Address" is clicked.
- In the List of Materials Report, the "Plant\_Materials View" has been removed leaving only the "Standard View" in place which is the correct view users should use to display their report output.
- Job aids for Reports are now available under the Help > Job Aids > Reports (JA) link (previously this link was unavailable).

Current release notes for WBSCM Release 3.1 can be found in the WBSCM News and Announcements forum section which is located under the Home tab.

### WBSCM Training Site

A new WBSCM Training site (NTRN) has been created to allow SDAs, RAs, Co-ops, Ship-to, and National Warehouse users to access to conduct training sessions for their own internal purposes. The Training site uses a snapshot copy of data from the live WBSCM Production site from 11/1/13 which allows the trainer and trainees to utilize actual data from WBSCM if needed (e.g., for training on report usage). Whenever the WBSCM Production site is upgraded to a new maintenance release, the configuration code in the Training site is also upgraded so that the Production and Training environments are always in sync. Data within the training site will, however, remain at the 11/1/13 baseline.

#### In this Issue:

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- \* Contacts

#### Reminder:

To ensure you receive the latest news and updates, register to receive free E-mail notifications when the WBSCM Homepage has been updated at <http://www.fns.usda.gov/fdd/fns-wbscm-information> and click



Forum / Category	Views	Threads / Messages	Last Post
<a href="#">WBSCM News and Announcements</a>	40,817	9 / 9	Oct 30, 2013 1:38 PM Last Post By: <a href="#">ORTEGA, Roberto</a>
<a href="#">FNS News and Announcements</a>	3,473	0 / 0	Nov 20, 2009 8:10 AM
<a href="#">FNS News and Announcements (RA)</a>	2,339	0 / 0	Nov 20, 2009 8:10 AM

For any training questions or to schedule access to the WBSCM Training site, please contact the WBSCM Help Desk. The WBSCM Help Desk will forward your request to the FNS Help Desk who will assist you with your training needs and provide any necessary training site User IDs/passwords and technical support.

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## WBSCM Toolbox Spotlight

### Complaint Creation

A common issue reported from Complaint Specialists creating complaints in WBSCM is why they cannot find their order(s) in WBSCM using the Complaint/Order Search tool.

In order to create a complaint in WBSCM, first ensure the following:

- The "Complaint Specialist" role is assigned to your user account
- Sales Order must have been delivered
- Sales Order must have been receipted in WBSCM
- Sales Order must be in "Order Received" status

When searching for an order using the Complaint/Order search tool, it is important to note that if an order was created more than 12 months from the current date, you will need to change the Creation Date search parameter to use "In Period" which will then allow you to specify a Creation *From* date that is beyond 12 months. By doing this, the search will be able to locate the order as long as the order was created within the *From* and *To* date range entered.

USDA United States Department of Agriculture  
Web-Based Supply Chain Management

Home Operations Finance Admin Reports Help

Order Processing | Procurement | **Complaint Administration** | Recall Administration | Warehousing

Create/Display FNS Complaints

Detailed Navigation

- Create/Display FNS Complaints

Portal Favorites

Complaint/Order Search

Transactions

Search For: Orders

Status: Completed

Created: By All Business Partners

Creation Date: In Period

From: 09/18/2012

To: 09/18/2014

ID Type: Transaction

ID:

Go

### Ship-To Inbox:

A mailbox has been established to receive requests to have SHIP-TO locations assigned to Domestic Business Partners and to establish new Ship-To

locations within

WBSCM. Please email

FNS-7s to: [WBSCM-Ship](mailto:WBSCM-Ship-To@fns.usda.gov)

[-To@fns.usda.gov](mailto:WBSCM-Ship-To@fns.usda.gov)

### Domestic Ship-To Contacts Report

SDA, Co-ops, and RAs can run the Domestic Ship-To Contacts Report to see all ship-to locations assigned to their organization in WBSCM. This report contains the Business Partner ID, address, phone, email, and fax number for each ship-to location provided that the data is in the system. Users of this report can export the data to Excel.

USDA United States Department of Agriculture  
Web-Based Supply Chain Management

Home Operations Admin **Reports** Help

Order Processing

Domestic Ship-To Contacts Report

Detailed Navigation

- Entitlement Management
- Multi-Food Received Shipment Report
- Received Shipment Report
- Requisition Status Report
- Redistribution/Redonation Detail Report
- Value of Commodities Received - RA
- Value of Materials Received - Multi-Food
- Order Status Report
- NW Delivery Calendar Report
- Stocks at Subcontractor
- Value of Materials Received - Domestic
- Multi-Food Requisition Report
- Domestic Price Support Report
- Material Outlay Report
- **Domestic Ship-To Contacts Report**

Portal Favorites

Domestic Ship-To Contacts Report

Go Back

View: DOM\_DSH\_CONTACT | Print Version | Export

Sold-To BP	Sold-To Name (1)	Sold-To Name (2)	Ship-To BP	Ship-To Name (1)
4000526	NM Human Services Dept.		5000047	WAKE COUNTY SCHOOLS
	NM Human Services Dept.		5000894	MRS CLARKS FOODS INC
	NM Human Services Dept.		5001101	JTM PROVISIONS INC
	NM Human Services Dept.		5001155	ADVANCE FOOD COMPANY INC
	NM Human Services Dept.		5001167	MENU SAVER PROCESSING
	NM Human Services Dept.		5001173	US COLD STORAGE
	NM Human Services Dept.		5001282	TYSON FOODS INC
	NM Human Services Dept.		5001283	MICHAEL FOODS
	NM Human Services Dept.		5001288	TYSON FOODS INC
	NM Human Services Dept.		5001330	TYSON FOODS INC
	NM Human Services Dept.		5001403	HOUSE OF RAEFORD FARMS INC

### Useful Links

**FNS Food Distribution (WBSCM Info):**

<http://www.fns.usda.gov/fdd/fns-wbscm-information>

**WBSCM:** <http://www.usda.gov/wbscm>

### Upcoming Events

The National CSFP Association Annual Conference

**October 26-28, 2014**

### Communicate with FNS – questions, concerns, issues

Dennis Sullivan – FNS Systems Branch Chief, FNS WBSCM Project Manager

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Robin Jepson – FNS WBSCM Change Management & Process Improvement

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### WBSCM Service Desk

The WBSCM Service Desk contact information is as follows:

Call-in phone number is: 877-WBSCM-4U or 877-927-2648

Email inquiries:

[WBSCMhelp@ams.usda.gov](mailto:WBSCMhelp@ams.usda.gov)

Web form link on WBSCM Portal : <https://srai.service-now.com>. From this link users can access a form and submit it to the WBSCM Service Desk as well as monitor the status of their help ticket. This is a separate application from WBSCM and will require an additional login and password. Users will enter the WBSCM email address as the logon and a password can be created. Using this site is optional.

Hours of Operation: 8:00 AM to 6:00 PM ET

### Suggestion Box

Is there something you would like to see in the newsletter? Send your thoughts and comments to:

[jimmy.quach@fns.usda.gov](mailto:jimmy.quach@fns.usda.gov)